

APPENDIX B-4

RAPID RESPONSE PROGRAM

STATEMENT OF WORK

EXHIBITS

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CONTRACT DISCREPANCY REPORT**TO:****FROM:****DATES:**

Prepared: _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS: _____

Signature of County Representative_____
Date**CONTRACTOR RESPONSE (Cause and Corrective Action):** _____

Signature of Contractor Representative_____
Date**COUNTY EVALUATION OF CONTRACTOR RESPONSE:** _____

Signature of Contractor Representative_____
Date**COUNTY ACTIONS:** _____

_____**CONTRACTOR NOTIFIED OF ACTION:**

County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

**PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) RAPID RESPONSE PROGRAM**

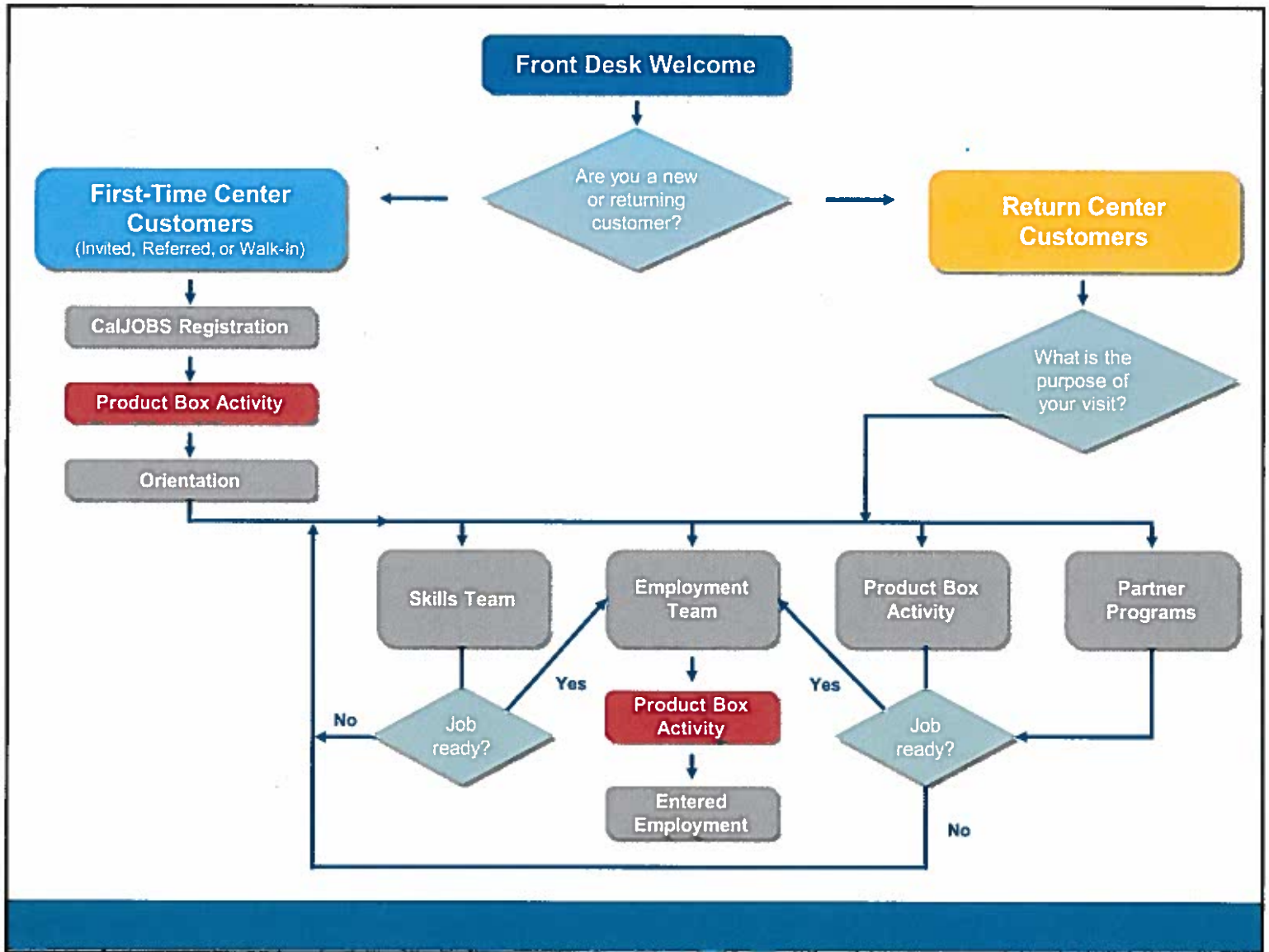
The Performance Requirements Summary (PRS) Chart is a listing of the minimum required services and performance that will be monitored during the Contract term. The PRS chart also lists examples of the types of documents that will be used during monitoring, as well as the standards of performance and the acceptable quality level of performance.

All listings of required services or standards used in this Performance Requirements Summary Chart are intended to be completely consistent with the terms and conditions of the Contract (Appendix A of the RFP) and the Statement of Work (Exhibit A to the Contract and Appendix B of the RFP) and are not meant in any case to create, extend, revise, or expand any obligation of the CONTRACTOR beyond that defined in the terms and conditions of this Contract and Statement of Work. In any case of apparent inconsistency between required services or Standards as stated in the terms and condition of the Contract, the Statement of Work, and this Performance Summary (PRS) Chart, the terms and conditions of the Contract and the Statement of Work (SOW) will prevail.

Performance Outcomes	Standards	Acceptable Quality Level	Data Source	Remedies For Non-Compliance
Assessment	CONTRACTOR shall conduct an assessment, which shall include on-site visits/planning meetings with the Employer. Representatives of the affected workers and the local community may be present.	100%	Employer Files	If CONTRACTOR performance does not meet the Acceptable Quality Level on a quarterly basis, the COUNTY will have the option to apply the following remedies: 1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; and 4) Termination of Contract
Provision of Information	CONTRACTOR shall describe all Program site services available to impacted workers. CONTRACTOR shall provide Employers with appropriate referrals and assistance.	100%	Employer Files	
Hours of Operation	Every effort must be made to accommodate all work hour shifts when possible, including day, evening and night shifts in order to be responsive to the companies' needs and to work around the employees' work schedule.	100%		
Orientations	CONTRACTOR plans a minimum of one Orientation for each WARN. Contractor shall coordinate with the local EDD RR Coordinator, and invite other personnel from DOL, Labor Union, local AJCC, and other appropriate agencies to provide RR Orientations to impacted workers.	75%	Employer Files; Form 121	
Response to assignments	CONTRACTOR responds to WARNs and Non-WARNs assigned by contacting business within 24 hours of assignment.	100%	Employer Files	
Requests for approval	CONTRACTOR only requests approval for Non-WARNs that will result in services being provided	100%	E-mail confirmation	
Outreach	1. CONTRACTOR generates their own Non-WARNs by conducting business outreach. 2. CONTRACTOR generates their own Layoff Aversion activity by conducting business outreach.	1) 5/month 2) TBD	Monthly Reports	
Staff	Contractor provides a full-time Program Manager and designated alternate for Rapid Response services. CONTRACTOR provides two (2) full-time dedicated staff persons to cover all of the Los Angeles County area.	100%	Agency Contact Information Update Form	

Activity Documentation	<p>1. CONTRACTOR submits "Rapid Response On-Site Visit" form upon completion of each planning meeting, RR & TAA orientation, workshop, any on-site visits or contact made with the employer. CONTRACTOR reports and submits WIOA Form 121 electronically to CSS within 7 work days.</p> <p>2. CONTRACTOR submits "Rapid Response Layoff Aversion" form upon completion of first planning meeting and upon final resolution to include number of jobs saved. CONTRACTOR reports and submits WIOA Form 122 electronically to CSS within 7 work days.</p> <p>3. CONTRACTOR prepares WARN, Non-WARN, and Layoff Aversion Monthly Reports for all dislocation events.</p> <p>4. CONTRACTOR shall maintain employer files by business name that contain all completed required documentation specified above.</p>	100%	Employer Files	
Meeting Attendance	CONTRACTOR attends all Rapid Response related meetings and conferences as per State EDD and/or County notifications, including, but not limited to the monthly Rapid Response Round Table which are held at various locations throughout Southern California.	100%	Meeting Minutes; Sign-in sheets	
Submission of Monthly Invoice	Invoices are submitted by the designated due date with little or no errors; or minor revisions needed	100%	Monthly Invoice	If Contractor performance does not meet the Acceptable Quality Level, the County will have the option to apply the following remedies: 1) Suspension of Payment; 2) Suspension of Contract; 3) Reduce and reallocate funds; and 4) Termination of Contract 5) Placement in CARD
Submission of Monthly Accruals	Accruals are reported monthly and submitted by designated due date	100%	Monthly Invoice	If Contractor performance does not meet the Acceptable Quality Level, the County will have the option to apply the following remedies: 1) Suspension of Payment; 2) Suspension of Contract; 3) Reduce and reallocate funds; and 4) Termination of Contract 5) Placement in CARD
Submission of Yearly Closeout Invoice	Yearly Close-out invoice is submitted by the designated due date with little or no errors; or minor revisions needed	100%	Year-End Close-out Package	If Contractor performance does not meet the Acceptable Quality Level, the County will have the option to apply the following remedies: 1) Suspension of Payment; 2) Suspension of Contract; 3) Reduce and reallocate funds; and 4) Termination of Contract 5) Placement in CARD
Submission of Contract Forms	Yearly Contract Budget is submitted by designated due date with little or no errors; or minor revisions needed	100%	Contract Budget Form	If Contractor performance does not meet the Acceptable Quality Level, the County will have the option to apply the following remedies: 1) Suspension of Payment; 2) Suspension of Contract; 3) Reduce and reallocate funds; and 4) Termination of Contract 5) Placement in CARD

Submission of Signed Contract Documents	Submission of signed contract and/or amendments in a timely manner	100%	Contract Forms	<p>If Contractor performance does not meet the Acceptable Quality Level, the County will have the option to apply the following remedies:</p> <ol style="list-style-type: none"> 1) Suspension of Payment; 2) Suspension of Contract; 3) Reduce and reallocate funds; and 4) Termination of Contract 5) Placement in CARD
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Welcome Team (Front Desk)

- Identify needs of customer/participant
- Route to correct staff person, partner, product box activity
- Initial assessment with customer/participant
- Cal Jobs registration
- Universal Services – Product Box activities
- Orientation and WIOA eligibility
- Partner Referrals

Skills Team (Talent Development)

- WIOA enrollment and IEP Development
- In-depth assessment activities
- Career Planning/Counseling Activities
- Support Services/Barrier removal
- Training activities
- Product Box activities
 - Staff/customer/participant intensive
- Partner Referrals

Employment Team

- Job Matching Activities
- Job Referral Activities
- Job Placement Activities
- Referral to Product Box Activities
- Supportive Services
- Coaching Activities
- Partner Referrals

